

Connect America Phase II Challenge Process Form
OMB Control Number 3060-1188
FCC Form 505

Filing Entity: Shenandoah Cable Television, LLC

FRN (if applicable): **21657853**

Name of Person Filling Out Form: Ann Flowers

Mailing Address of Person Filling Out Form: 500 Shentel Way, Edinburg, VA 22824

Email Address of Person Filling Out Form: ann.flowers@emp.shentel.com

Phone Number of Person Filling Out Form: 540-984-5320

Name of Person Certifying Data within Form: Edward H. McKay

Mailing Address of Person Certifying Data within Form: 500 Shentel Way, Edinburg, VA 22824

Email Address of Person Certifying Data within Form: ed.mckay@emp.shentel.com

Phone Number of Person Certifying Data within Form: 540-984-5303

Census Block 15 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
24023004002010	MD	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
240230007001048	MD	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
510110403004025	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
510230402001102	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
510230402004019	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
510230402004035	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
510230402004044	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Higher broadband speeds are offered in this census block, but the identified customer does not subscribe to the higher speed service	
510310205002070	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Higher broadband speeds are offered in this census block, but the identified customer does not subscribe to the higher speed service	
510310206002041	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Higher broadband speeds are offered in this census block, but the identified customer does not subscribe to the higher speed service	
510379301004104	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement		
510379302001015							

Census Block I-5 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement		
510499301004043	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
510670203001032	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement		
510670205002089	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Higher broadband speeds are offered in this census block, but the identified customer does not subscribe to the higher speed service	
510670205002092	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
510670209001009	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
510670209001017	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
510670209004014	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
511119301001131	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
511210215002093	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
511970502001080	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
511970502001123							

Census Block 15 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
5111970504011008	VA	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
540139627001021	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement		
540190204003030	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
540259507001057	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
540259507004013	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
540259507004050	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
540259507006022	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
540259507006033	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
540259507006037	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice and broadband services are offered to this census block but the identified customer does not subscribe to that service	
540419672001098							

Census Block 15 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being Filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service. Higher broadband speeds are offered in this census block, but the identified customer does not subscribe to the higher speed service.	
540679501001280	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
540679502005093	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
540679503001009	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
540679506002031	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	The service address is within the census block although the billing address is outside the census block	
541019702002089	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
541090029012102	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement	Voice service is offered to this census block but the identified customer does not subscribe to that service	
541090032003001	WV	Shenandoah Cable Television, LLC	21657853	X	Factual Statement of Company Officer; Customer Billing Statement		

OMB Control Number 3060-1188

<u>Accuracy and Due Diligence Certification</u>	
All Filers Must Fill Out	
By initialing below, I certify that all statements contained in the attached form are true and accurate to the best of my knowledge, and that I have undertaken due diligence to obtain knowledge regarding these claims.	
Certifier's Initials: EHM	Date: 8/14/2014

<u>Notice of Challenge Certification</u>	
(Served to Unserved and Unserved to Served Challengers Fill Out One of the Following Blocks - Respondents Do Not Fill Out)	
Service of Notice Successful	
By initialing below, I certify that notice of this challenge has been served on all interested parties.	
Certifier's Initials: AEF	Date: 8/14/2014
Service of Notice Unsuccessful	
By initialing below I certify that, following a good faith effort, I was unable to serve notice of this challenge on all interested parties due to lack of information regarding the address of such parties.	
Name of Party/Parties that Could Not Be Served: Certifier's Initials: Date:	

The certifications on this page are subject to the penalties for false statements under 18 U.S.C. 1001.

APPENDIX A

APPENDIX A
to
Shenandoah Cable Television, LLC CAF Phase II Challenge Filing
WC Docket No. 14-93; DA 14-942

FACTUAL STATEMENT

Pursuant to the challenge procedures set forth under DA 14-942, DA 13-113, and other authorities, I, Edward H. McKay, Vice President – Wireline and Engineering of **Shenandoah Cable Television, LLC** (“**Shenandoah Cable**”) provide this factual statement in support of Shenandoah Cable’s unserved-to-served challenge of 39 served and 93 serviceable census blocks identified by the Bureau’s June 30 Public Notice (DA 14-942).

I have direct knowledge of the facts set forth in this statement as the result of my responsibilities in the position of Vice President – Wireline and Engineering. In that role, I am responsible for the design of Shenandoah Cable’s networks, and I review company information regarding subscribers, network facilities, revenue and other information in order to satisfy various regulatory reporting and compliance obligations. I certify to the accuracy of this information, to the best of my knowledge.

This statement supports two separate Form 505s filed by Shenandoah Cable. The first Form 505, designated as Shenandoah Cable 505-1, identifies 39 census blocks which Shenandoah Cable “serves” (as that term is defined in the Bureau’s June 20 Public Notice). In these blocks Shenandoah Cable is: (1) offering voice and broadband service; (2) has voice and broadband-capable physical assets in the block; and, (3) has a current or former customer. The second Form 505, designated as Shenandoah Cable 505-2, identifies the 93 census blocks in which Shenandoah Cable has deployed voice and broadband-capable physical assets, and offers voice and broadband service. Shenandoah Cable serves these blocks with broadband and voice service, even though it does not have current or former customers in the block. In all of the

census blocks identified in 505-1 and 505-2, Shenandoah Cable has deployed physical facilities and offers broadband and voice services that meet the price and performance metrics established by the Commission.

Additional evidence supporting Shenandoah Cable's challenge is included in Appendix B. In form Shenandoah Cable 505-1, Appendix B provides customer billing statements for the served census blocks. In form Shenandoah Cable 505-2, Appendix B consists of a waiver request for the blocks where Shenandoah Cable has no current or former customers, but provides services.

Thus, the information in these appendices establishes that the broadband and voice services offered in all of these blocks meet the performance and pricing metrics set forth under Commission rules. Specifically, the broadband service is provided: at speeds of at least 4 Mbps downstream and 1 Mbps upstream; with a minimum usage allowance of at least 100 GB/month; at a roundtrip latency of 100 ms or less; at a price that is reasonably comparable to rates in urban areas, which is consistent with the Commission's findings in the recent Measuring Broadband America report.¹ The voice service is offered at a price that is reasonably comparable to, or below, rates in urban areas.

¹ See *2014 Measuring Broadband America Fixed Broadband Report*; A Report on Consumer Fixed Broadband Performance in the U.S.; Office of Engineering and Technology and Consumer and Governmental Affairs Bureau at 16 (updated June 18, 2014).

APPENDIX B


SHENTEL®

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 KITZMILLER RD
KITZMILLER MD

→ STATEMENT INFORMATION

 Statement: [REDACTED]
 Billing Date: 07/16/14
 Due Date: 08/06/14
 Total Amount Due: \$34.13
 Amount Enclosed: \$

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014
 TDTF DAFD FDTFFADTFDDTFF TADATFATTDDDTDFDDFDFDAFFFFATAFTDTFTTAADFFF

9900002439330011140716000034130140

Please detach and return above portion with your payment


SHENTEL®

Always connected to you

 To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

 Call: 1-800-SHENTEL
 Write: P.O. Box 459, Edinburg, VA 22824
 Web: www.shentel.com

STATEMENT SUMMARY
Statement Information

 Statement: [REDACTED]
 Bill Date: 07/16/14
 Due Date: 08/06/14

Previous Charges

 Previous Bill Amount: \$68.26
 Payments Received: \$68.26 cr
 Balance Forward: \$0.00

Current Charges

 Internet: \$33.95
 Taxes & Surcharges: \$0.18
 Total Current Charges: \$34.13

Total Amount Due \$34.13

Any unpaid balance is subjected to a \$5 late charge on 08/07/14

IMPORTANT MESSAGES

**The fastest Internet
is getting even faster!**
**101Mbps High-Speed Internet
NOW AVAILABLE**

 For more info or to upgrade call **1-800-SHENTEL**
 or visit **shentel.com** today!

 101Mbps is maximum download speed. Actual speeds
 vary and are not guaranteed.

SHENTEL®
 Always connected to you

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



Know what's below.
Call 811 before you dig.

INTERNET
Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	Internet Service 6.0 Mbps	1	\$30.95
07/16/14-08/15/14	Cable Modem Rental	1	\$3.00
Totals			\$33.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.18
Totals	\$0.18

Total **\$34.13**

Internet Usage (GB): 130

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

GEORGE WASHINGTON HWY
OAKLAND MD

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/16/14
Due Date: 08/06/14
Total Amount Due: \$55.25
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
TFFAADAFDTDTFATFDFADFATTAATFADFTEAFDTDDDFDFDTTTFATADATATDTDT

9900003041800011140716000055250140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/16/14
Due Date: 08/06/14

Previous Charges

Previous Bill Amount: \$55.25
Payments Received: \$55.25 cr
Balance Forward: \$0.00

Current Charges

Internet: \$54.95
Taxes & Surcharges: \$0.30
Total Current Charges: \$55.25

Total Amount Due: \$55.25

Any unpaid balance is subjected to a \$5 late charge on 08/07/14

IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

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Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



Know what's below.
Call 811 before you dig.

INTERNET
Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	10M Internet	1	\$49.95
07/16/14-08/15/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$54.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.30
Totals	\$0.30

Total **\$55.25**

Internet Usage (GB): 15

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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510110403004025

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

OLD BETHANY RD
PAMPLIN VA

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/07/14
Due Date: 07/27/14
Total Amount Due: \$89.95
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
TTFAFTTFFTDATTDTAAFTTFFTTATDFAADFADDTDDDDDTDFADADDFDATFTDA

9900002229680011140707000089950148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY**Statement Information**

Statement: [REDACTED]
Bill Date: 07/07/14
Due Date: 07/27/14

Previous Charges

Previous Bill Amount: \$89.95
Payments Received: \$89.95 cr
Balance Forward: \$0.00

Current Charges

Internet: \$89.95
Taxes & Surcharges: \$0.00
Total Current Charges: \$89.95

Total Amount Due \$89.95

Any unpaid balance is subjected to a \$5 late charge on 07/28/14

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

The Shentel Internet Acceptable Use Policy has changed. To view our AUP, please visit

<https://www.shentel.com/legal/acceptableusepolicy>

Shentel offers a variety of Internet service levels in your area. As a Shentel Internet customer, you must comply with the terms of the AUP regarding storage, data usage and other rules and regulations that correspond with your service level.

To track your data usage, please log into My Account on the Shentel website. From there you can click on the data tracker and determine how much data you have used in the current bill cycle. You also will be able to review your data use history for the past three months.

We appreciate your attention to this matter and we welcome any questions you may have.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/07/14-08/06/14	25M Internet	1	\$89.95
Totals			\$89.95

Total

\$89.95

Internet Usage (GB): 147

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

BUCHANAN VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/02/14
Due Date: 07/21/14
Total Amount Due: \$35.53
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
AAFTDDTTTDFDFFDITADTTDDADAADAAFFADTTDFDAATDDAATTADAFFTDFATATTF

9900001949130011140702000035530145

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/02/14
Due Date: 07/21/14

Previous Charges

Previous Bill Amount: \$35.48
Payments Received: \$35.48 cr
Balance Forward: \$0.00

Current Charges

Cable: \$32.78
Taxes & Surcharges: \$2.75
Total Current Charges: \$35.53

Total Amount Due: \$35.53

Any unpaid balance is subjected to a \$5 late charge on 07/22/14

📌 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-8 p.m. and Saturday 9 a.m.-5p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
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IN PERSON: Refer to www.shentel.com for locations

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MAKE IT EASY

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	Basic	1	\$28.95
07/02/14-08/01/14	Copyright Fee	1	\$0.38
07/02/14-08/01/14	Broadcast TV Surcharge	1	\$3.45
Totals			\$32.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$1.64
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$2.75

Total

\$35.53

LOCAL FRANCHISE AUTHORITIES

Town of Buchanan
P.O. Box 205
Buchanan, VA 24066
(540) 254-1212
VA0372

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

BUCHANAN VA 24066-0145

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/02/14
Due Date: 07/21/14
Total Amount Due: \$82.31
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
ATTFAADAF TAATDAAFATFFDF TFFTFDDF TFAFATAAADATTDAFATDDADADATFFFT

9900001949790011140702000082310145

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/02/14
Due Date: 07/21/14

Previous Charges

Previous Bill Amount: \$82.51
Payments Received: \$82.81 cr
Balance Forward: \$0.30 cr

Current Charges

Cable: \$76.56
Taxes & Surcharges: \$6.05
Total Current Charges: \$82.61

Total Amount Due: \$82.31

Any unpaid balance is subjected to a \$5 late charge on 07/22/14

IMPORTANT MESSAGES

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Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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PHONE: 1-800-SHENTEL
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IN PERSON: Refer to www.shentel.com for locations

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Cable Television Service

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Personal Telephone Service

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**Call **1-800-SHENTEL**
or visit **shentel.com** today!**CABLE****Service Charges for** [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	Basic	1	\$28.95
07/02/14-08/01/14	Copyright Fee	1	\$0.38
07/02/14-08/01/14	Broadcast TV Surcharge	1	\$3.45
Totals			\$32.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$1.64
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$2.75

Total**\$35.53****LOCAL FRANCHISE AUTHORITIES**Town of Buchanan
P.O. Box 205
Buchanan, VA 24066
(540) 254-1212
VA0372**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	Expanded Basic	1	\$39.95
07/02/14-08/01/14	Copyright Fee	1	\$0.38
07/02/14-08/01/14	Broadcast TV Surcharge	1	\$3.45
Totals			\$43.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$2.19
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$3.30

Total**\$47.08****LOCAL FRANCHISE AUTHORITIES**Town of Buchanan
P.O. Box 205
Buchanan, VA 24066
(540) 254-1212
VA0372

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Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 RED HORSE LN
 BUCHANAN VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
 Billing Date: 07/07/14
Due Date: 07/27/14
Total Amount Due: \$180.71
 Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014
 FTFTDTTAAFFDFFFTTTTDATEDDADADTAFFFDATFFDAADFTAAFTDATEFFDFAFFTFATF

9900003231660011140707000180710140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
 Write: P.O. Box 459, Edinburg, VA 22824
 Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
 Bill Date: 07/07/14
 Due Date: 07/27/14

Previous Charges

Previous Bill Amount: \$155.12
 Payments Received: \$51.54 cr
 Balance Forward: \$103.58

Current Charges

Cable: \$73.78
 Taxes & Surcharges: \$3.35
 Total Current Charges: \$77.13

Total Amount Due **\$180.71**

Any unpaid balance is subjected to a \$5 late charge on 07/28/14

📌 IMPORTANT MESSAGES

How to Contact Shentel

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Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/07/14-08/06/14	Expanded Basic	1	\$39.95
07/07/14-08/06/14	Copyright Fee	1	\$0.38
07/07/14-08/06/14	Broadcast TV Surcharge	1	\$3.45
07/07/14-08/06/14	Reconnect Non Payment	1	\$25.00
	Late Charge	1	\$5.00
Totals			\$73.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$2.19
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.05
Totals	\$3.35

Total

\$77.13

LOCAL FRANCHISE AUTHORITIES

Town of Buchanan
P.O. Box 205
Buchanan, VA 24066
(540) 254-1212
VA0372

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

JAMES RIVER TER
BUCHANAN VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 08/02/14
Due Date: 08/21/14
Total Amount Due: \$38.48
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
AETADFTDTDFFAADFFFDAAAAATFFDFFAAAATFFDFDTATTADFTTADFTTTDDA

9900001950000011140802000038480140

Please detach and return above portion with your payment



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Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 08/02/14
Due Date: 08/21/14

Previous Charges

Previous Bill Amount: \$38.48
Payments Received: \$38.48 cr
Balance Forward: \$0.00

Current Charges

Cable: \$35.73
Taxes & Surcharges: \$2.75
Total Current Charges: \$38.48

Total Amount Due: \$38.48

Any unpaid balance is subjected to a \$5 late charge on 08/22/14

📢 IMPORTANT MESSAGES

MAKE IT EASY WITH THE AUTOMATIC PAYMENT PLAN



Shentel's Automatic Payment Plan utilizes a secure banking system which is designed to make bill payments and record-keeping **easier** and more efficient.

It is an optional and convenient way to pay your bill. It reduces paperwork, saves time and ends the need to pay by mail or in person.

The amount of your bill will automatically be deducted from your checking account on the due date. Never miss another payment!

Please visit our website at www.shentel.com or call 1-800-SHENTEL to sign up today!



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Know what's below.
Call 811 before you dig.

CABLE
Service Charges for [REDACTED]

Date	Description	Qty	Amount
08/02/14-09/01/14	Wire Maintenance	1	\$2.95
08/02/14-09/01/14	Basic	1	\$28.95
08/02/14-09/01/14	Copyright Fee	1	\$0.38
08/02/14-09/01/14	Broadcast TV Surcharge	1	\$3.45
Totals			\$35.73

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$1.64
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$2.75

Total **\$38.48**

LOCAL FRANCHISE AUTHORITIES

Town of Buchanan
 P.O. Box 205
 Buchanan, VA 24066
 (540) 254-1212
 VA0372

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

PENNY LN
EVINGTON VA

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 06/25/14
Due Date: 07/15/14
Total Amount Due: \$82.90
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
DTDTADTDFAFDDAFADTFDDADFDATTAAADTFFFFFTTAFFFFFAFDFTDTFAFFDF

9900002990630011140625000082900141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 06/25/14
Due Date: 07/15/14

Previous Charges

Previous Bill Amount: \$82.90
Payments Received: \$82.90 cr
Balance Forward: \$0.00

Current Charges

Telephone: \$46.15
Internet: \$27.97
Taxes & Surcharges: \$8.78
Total Current Charges: \$82.90

Total Amount Due: \$82.90

Any unpaid balance is subjected to a \$5 late charge on 07/16/14

IMPORTANT MESSAGES

Tracking Internet Usage

Shentel Internet customers now can track their Internet use on their monthly bill in gigabytes (GB) in the Internet Service Charges box.

INTERNET			
Service Charges for 111111 ID: aaaaaa			
Date	Description	Qty	Amount
06/02/13-06/01/13	10M Internet	1	\$49.95
06/02/13-06/01/13	Wired Cable Modem Rental	1	\$5.00
Totals			\$54.95
111111 Total			\$54.95

Internet Usage (GB): 394

If you are interested in monitoring your internet usage, please go to www.shentel.com/trackusage

Customers also can find the Internet Usage Meter by going to My Account at www.shentel.com. In addition to seeing your current usage statistics, customers can view their Internet usage for the previous three months. This meter tracks usage only, not content. Shentel strictly protects the privacy rights of its customers.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

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Know what's below.
Call 811 before you dig.

TELEPHONE

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
06/25/14-07/24/14	Wireless EMTA-Rent	1	\$8.00
06/25/14-07/24/14	LNP Surcharge	1	\$0.17
06/25/14-07/24/14	Unlimited Phone	1	\$39.95
06/25/14-07/24/14	Phone Bundle Discount	1	\$1.97 cr
Totals			\$46.15

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.34
Local Sales Tax	\$0.08
Federal Excise Tax	\$0.08
State Comm Tax	\$2.14
Universal Service Fee	\$0.03
Public Utility Comm Fee	\$0.09
Right-of-Way Fee	\$0.97
E-911 Fee	\$0.75
USF Surcharge	\$4.30
Totals	\$8.78

Total **\$54.93**

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
06/25/14-07/24/14	3M Internet	1	\$29.95
06/25/14-07/24/14	Net Bundle Discount	1	\$1.98 cr
Totals			\$27.97

Total **\$27.97**

Internet Usage (GB): 1

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

DEARING FORD RD
ALTAVISTA VA

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$252.41
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
TDA0TAAFTTDFD0TTFDTAFTFTDADTDDADDDTDDATFFDFADDAADFATTADDAAD

9900002225760011140725000252410146

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/25/14
Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$123.68
Payments Received: \$0.00
Balance Forward: \$123.68

Current Charges

Cable: \$99.71
Internet: \$22.95
Taxes & Surcharges: \$6.07
Total Current Charges: \$128.73

Total Amount Due: \$252.41

Any unpaid balance is subjected to a \$5 late charge on 08/16/14

IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Billing Information

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

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Disconnect Policy

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Information on Services

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Cable Television Service

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Personal Internet Access Service

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Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



Know what's below.
Call 811 before you dig.

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Broadcast TV Surcharge	1	\$3.45
07/25/14-08/24/14	Copyright Fee	1	\$0.38
07/25/14-08/24/14	Ultimate Cable	1	\$72.95
07/25/14-08/24/14	DTA Converter	2	\$3.98
07/25/14-08/24/14	Digital Starz/Encore	1	\$13.95
	Late Charge	1	\$5.00
Totals			\$99.71

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$4.54
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$5.65

Total

\$105.36

LOCAL FRANCHISE AUTHORITIES

Campbell County
 P.O. Box 100
 Rustburg, VA 24588
 (434) 332-9500
 VA0366

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	3M Internet	1	\$29.95
07/25/14-08/24/14	Wireless Cable Modem Rent	1	\$8.00
07/25/14-08/24/14	3M Promotion 12 Months	1	\$7.50 cr
07/25/14-08/24/14	3M Promotion 24 Months	1	\$7.50 cr
Totals			\$22.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.34
Local Sales Tax	\$0.08
Totals	\$0.42

Total

\$23.37

Internet Usage (GB): 4

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

PATRICK HENRY HWY
CHARLOTTE C H VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$141.36
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
TFDDAFD0TATAADTFADDATFAADTAFATDTADDDTTFTTAFDDDFDAFDFTTTDTDTAT

9900002949810011140725000141360146

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/25/14
Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$141.31
Payments Received: \$141.31 cr
Balance Forward: \$0.00

Current Charges

Telephone: \$34.35
Internet: \$37.66
Cable: \$58.67
Taxes & Surcharges: \$10.68
Total Current Charges: \$141.36

Total Amount Due: \$141.36

Any unpaid balance is subjected to a \$5 late charge on 08/16/14

📢 IMPORTANT MESSAGES



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is getting even faster!**

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NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

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Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

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Information on Services

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Cable Television Service

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Personal Internet Access Service

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Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



Know what's below.

Call **811** before you dig.

TELEPHONE

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	EMTA Wired-Rent	1	\$5.00
07/25/14-08/24/14	LNP Surcharge	1	\$0.17
07/25/14-08/24/14	Unlimited Phone	1	\$39.95
07/25/14-08/24/14	Phone Bundle Discount	1	\$5.63 cr
07/25/14-08/24/14	Phone Contract Discount	1	\$5.14 cr
Totals			\$34.35

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.22
Local Sales Tax	\$0.05
Federal Excise Tax	\$0.18 cr
State Comm Tax	\$1.69
Universal Service Fee	\$0.03
Public Utility Comm Fee	\$0.07
E-911 Fee	\$0.75
USF Surcharge	\$4.30
Totals	\$6.93

Total **\$41.28**

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	10M Internet	1	\$49.95
07/25/14-08/24/14	Net Bundle Discount	1	\$5.64 cr
07/25/14-08/24/14	Net Contract Discount	1	\$6.65 cr
Totals			\$37.66

Total **\$37.66**

Internet Usage (GB): 289

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Copyright Fee	1	\$0.38
07/25/14-08/24/14	Broadcast TV Surcharge	1	\$3.45
07/25/14-08/24/14	Cable Bundle Discount	1	\$5.63 cr
07/25/14-08/24/14	1st HD/DVR Converter	1	\$16.95
07/25/14-08/24/14	Digital Converter	1	\$5.95
07/25/14-08/24/14	Digital Essentials Cable	1	\$69.95
07/25/14-08/24/14	Cable Contract Discount	1	\$15.43 cr
07/25/14-08/24/14	HD/DVR 24 Month Promotion	1	\$16.95 cr
Totals			\$58.67

CABLE

Service Charges for [REDACTED]

Taxes, Fees & Surcharges	Description	Tax Amount
	State Comm Tax	\$2.64
	Right-of-Way Fee	\$1.02
	FCC Regulatory Fee	\$0.09
Totals		\$3.75

Total **\$62.42**

LOCAL FRANCHISE AUTHORITIES

Charlotte County
 P.O. Box 608
 Charlotte Court House, VA 23923
 (434) 542-5117
 VA0470

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

ASTER LN
CHARLOTTE C H VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/07/14
Due Date: 07/27/14
Total Amount Due: \$228.35
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
DFATDAFFFDFFDDFFDTDFDTADATAADATDTFADDDFFDFATDDFAFDADATFDTADD

9900003300780011140707000228350141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	[REDACTED]
Bill Date	07/07/14
Due Date	07/27/14

Previous Charges

Previous Bill Amount	\$111.65
Payments Received	\$0.00
Balance Forward	\$111.65

Current Charges

Internet	\$37.95
Cable	\$73.78
Taxes & Surcharges	\$4.97
Total Current Charges	\$116.70

Total Amount Due **\$228.35**

Any unpaid balance is subjected to a \$5 late charge on 07/28/14

📢 IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

The Shentel Internet Acceptable Use Policy has changed. To view our AUP, please visit

<https://www.shentel.com/legal/acceptableusepolicy>

Shentel offers a variety of Internet service levels in your area. As a Shentel Internet customer, you must comply with the terms of the AUP regarding storage, data usage and other rules and regulations that correspond with your service level.

To track your data usage, please log into My Account on the Shentel website. From there you can click on the data tracker and determine how much data you have used in the current bill cycle. You also will be able to review your data use history for the past three months.

We appreciate your attention to this matter and we welcome any questions you may have.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**Call **1-800-SHENTEL**
or visit **shentel.com** today!**INTERNET****Service Charges for [REDACTED]**

Date	Description	Qty	Amount
07/07/14-08/06/14	Wireless Cable Modem Rent	1	\$8.00
07/07/14-08/06/14	Internet Discount	1	\$20.00 cr
07/07/14-08/06/14	5M Internet	1	\$49.95
Totals			\$37.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.34
Local Sales Tax	\$0.08
Totals	\$0.42

[REDACTED] Total \$38.37**Internet Usage (GB): 14**If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.**CABLE****Service Charges for [REDACTED]**

Date	Description	Qty	Amount
07/07/14-08/06/14	Broadcast TV Surcharge	1	\$3.45
07/07/14-08/06/14	Copyright Fee	1	\$0.38
07/07/14-08/06/14	Advanced Cable	1	\$64.95
	Late Charge	1	\$5.00
Totals			\$73.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.44
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$4.55

[REDACTED] Total \$78.33**LOCAL FRANCHISE AUTHORITIES**Town of Charlotte Court House
P.O. Box 246
Charlotte Court House, VA 23923
(434) 542-5781
VA0638

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510499301004043

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

SPILLMAN RD
FARMVILLE VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$189.70
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
DDFTDFAFDDDDTDTTDAATAATDTDTTTFADDAFDDTADDTFAFDTFDFDADFDDTDD

9900001937590011140725000189700140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/25/14
Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$124.75
Payments Received: \$0.00
Balance Forward: \$124.75

Current Charges

Internet: \$64.95
Taxes & Surcharges: \$0.00
Total Current Charges: \$64.95

Total Amount Due: \$189.70

Any unpaid balance is subjected to a \$5 late charge on 08/16/14

📢 IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

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Personal Telephone Service

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**Know what's below.
Call  before you dig.**

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	MACH III	1	\$59.95
	Late Charge	1	\$5.00
Totals			\$64.95

[REDACTED] Total \$64.95

Internet Usage (GB): 240

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

COOPERS COVE RD
HARDY VA

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/16/14
Due Date: 08/06/14
Total Amount Due: \$91.62
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
DTDAATDFFAFFDTTFAAFTTTFDTADFADATFFAATDTTFAAFFDTADFDTDFDDA

9900002159290011140716000091620144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/16/14
Due Date: 08/06/14

Previous Charges

Previous Bill Amount: \$91.57
Payments Received: \$91.57 cr
Balance Forward: \$0.00

Current Charges

Cable: \$60.53
Internet: \$26.95
Taxes & Surcharges: \$4.14
Total Current Charges: \$91.62

Total Amount Due: \$91.62

Any unpaid balance is subjected to a \$5 late charge on 08/07/14

IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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**Know what's below.
 Call  before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	SuperSaver1 Cable Cr	1	\$5.25 cr
07/16/14-08/15/14	Copyright Fee	1	\$0.38
07/16/14-08/15/14	Broadcast TV Surcharge	1	\$3.45
07/16/14-08/15/14	Essentials Cable	1	\$61.95
Totals			\$60.53

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.03
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$4.14

[REDACTED] **Total** **\$64.67**

LOCAL FRANCHISE AUTHORITIES

Franklin County
 1255 Franklin Street, Suite 112
 Rocky Mount, VA 24151
 (540) 483-3030
 VA0471

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	SuperSaver1 Internet Cr	1	\$3.00 cr
07/16/14-08/15/14	Mach I	1	\$29.95
Totals			\$26.95

[REDACTED] **Total** **\$26.95**

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

COUNTRYSIDE LN
ROCKY MOUNT VA

STATEMENT INFORMATION

Statement:	
Billing Date	07/25/14
Due Date:	08/05/14
Total Amount Due:	\$35.72
Amount To Be Drafted:	\$35.72

No payment required at this time. Your account will be drafted on 08/05/14 or the first business day that follows.

9900002047170011140725000035720140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	07/25/14
Due Date	08/05/14

Previous Charges

Previous Bill Amount	\$35.72
Payments Received	\$35.72 cr
Balance Forward	\$0.00

Current Charges

Internet	\$35.45
Taxes & Surcharges	\$0.27
Total Current Charges	\$35.72

Total Amount Due	\$35.72
-------------------------	----------------

IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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**Know what's below.
 Call **811** before you dig.**

INTERNET
Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Paperless Bill Credit	1	\$0.50 cr
07/25/14-08/24/14	MACH I Internet	1	\$30.95
07/25/14-08/24/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$35.45

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.22
Local Sales Tax	\$0.05
Totals	\$0.27

[REDACTED] Total \$35.72

Internet Usage (GB): 45

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

→ STATEMENT INFORMATION

Statement:	
Billing Date	07/07/14
Due Date:	07/17/14
Total Amount Due:	\$27.95
Amount To Be Drafted:	\$27.95

☐ Check here if providing any customer information on reverse side.

OLD FORGE RD
CALLAWAY VA

No payment required at this time. Your account will be drafted on 07/17/14 or the first business day that follows.

9900002749060011140707000027950149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	07/07/14
Due Date	07/17/14

Previous Charges

Previous Bill Amount	\$27.95
Payments Received	\$27.95 cr
Balance Forward	\$0.00

Current Charges

Internet	\$27.95
Taxes & Surcharges	\$0.00
Total Current Charges	\$27.95

Total Amount Due	\$27.95
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📢 IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

The Shentel Internet Acceptable Use Policy has changed. To view our AUP, please visit

<https://www.shentel.com/legal/acceptableusepolicy>

Shentel offers a variety of Internet service levels in your area. As a Shentel Internet customer, you must comply with the terms of the AUP regarding storage, data usage and other rules and regulations that correspond with your service level.

To track your data usage, please log into My Account on the Shentel website. From there you can click on the data tracker and determine how much data you have used in the current bill cycle. You also will be able to review your data use history for the past three months.

We appreciate your attention to this matter and we welcome any questions you may have.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/07/14-08/06/14	Automatic Bill Pay Credit	1	\$1.50 cr
07/07/14-08/06/14	Paperless Bill Credit	1	\$0.50 cr
07/07/14-08/06/14	1.5M Internet	1	\$29.95
Totals			\$27.95

Total

\$27.95

Internet Usage (GB): 3

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

OLD FRANKLIN TPKE
UNION HALL VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/07/14
Due Date: 07/27/14
Total Amount Due: \$248.45
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
AFADFFAATTTTDAFFTTFTFAFFFTTDDFTTFAFFTTTFTAFADDTTTTTTDAFFTTATTAT

9900003228720021140707000248450148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	[REDACTED]
Bill Date	07/07/14
Due Date	07/27/14

Previous Charges

Previous Bill Amount	\$0.00
Payments Received	\$0.00
Balance Forward	\$0.00

Current Charges

Internet	\$99.43
Cable	\$140.75
Taxes & Surcharges	\$8.27
Total Current Charges	\$248.45

Total Amount Due **\$248.45**

Any unpaid balance is subjected to a \$5 late charge on 07/28/14

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Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAKE IT EASY

 never miss a payment with **Automatic Payment Plan**

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 or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/07/14-08/06/14	Wireless Cable Modem Rent	1	\$8.00
07/07/14-08/06/14	Internet Discount	1	\$20.00 cr
07/07/14-08/06/14	5M Internet	1	\$49.95
06/19/14-07/06/14	Prorate Add Wireless Cable Mod	1	\$4.53
06/19/14-07/06/14	Prorate Add Internet Discount	1	\$11.33 cr
06/19/14-07/06/14	Prorate Add 5M Internet	1	\$28.30
07/07/14-08/06/14	PROMO-New Install Net	1	\$39.98
Totals			\$99.43

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.53
Local Sales Tax	\$0.13
Totals	\$0.66

[REDACTED] **Total** **\$100.09**

Internet Usage (GB): 29

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/07/14-08/06/14	Broadcast TV Surcharge	1	\$3.45
07/07/14-08/06/14	Copyright Fee	1	\$0.38
07/07/14-08/06/14	Advanced Cable	1	\$64.95
07/07/14-08/06/14	DTA Converter	1	\$1.99
06/19/14-07/06/14	Prorate Add Broadcast TV Surch	1	\$1.95
06/19/14-07/06/14	Prorate Add Copyright Fee	1	\$0.21
06/19/14-07/06/14	Prorate Add Advanced Cable	1	\$36.80
06/19/14-07/06/14	Prorate Add DTA Converter	1	\$1.12
07/07/14-08/06/14	Additional Cable Outlet	2	\$29.90
Totals			\$140.75

Taxes, Fees & Surcharges

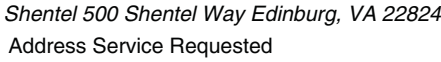
Description	Tax Amount
State Comm Tax	\$5.39
Right-of-Way Fee	\$2.04
FCC Regulatory Fee	\$0.18
Totals	\$7.61

[REDACTED] **Total** **\$148.36**

LOCAL FRANCHISE AUTHORITIES

Franklin County
 1255 Franklin Street, Suite 112
 Rocky Mount, VA 24151
 (540) 483-3030
 VA0471

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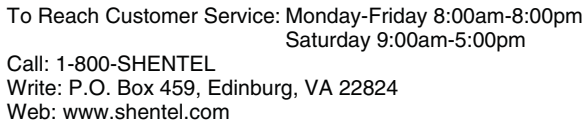
OLD FRANKLIN TPKE
UNION HALL VA

Statement: [REDACTED]
 Billing Date 07/02/14
Due Date: 07/21/14
Total Amount Due: \$119.86
 Amount Enclosed: \$ _____

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014

ATTADATDADFDTDFTTAFATFAFAFTTADF AAFATTAFFADDFTFDAFATFDGF

Please detach and return above portion with your payment



Statement	
Bill Date	07/02/14
Due Date	07/21/14

Previous Bill Amount	\$244.62
Payments Received	\$244.62 cr
Balance Forward	\$0.00

Cable	\$79.28
Internet	\$36.10
Taxes & Surcharges	\$4.48
Total Current Charges	\$119.86

Any unpaid balance is subjected to a \$5 late charge on 07/22/14

We appreciate your attention to this matter and we welcome any questions you may have.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



MAKE IT EASY

 never miss a payment with **Automatic Payment Plan**

 Call **1-800-SHENTEL**
 or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	SuperSaver3 Cable Cr	1	\$6.40 cr
07/02/14-08/01/14	Copyright Fee	1	\$0.38
07/02/14-08/01/14	Broadcast TV Surcharge	1	\$3.45
07/02/14-08/01/14	Add'l SD/HD Converter	1	\$5.95
07/02/14-08/01/14	Digital Converter	1	\$5.95
07/02/14-08/01/14	Digital Essentials Cable	1	\$69.95
Totals			\$79.28

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.37
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$4.48

Total

\$83.76

LOCAL FRANCHISE AUTHORITIES

 Franklin County
 1255 Franklin Street, Suite 112
 Rocky Mount, VA 24151
 (540) 483-3030
 VA0471

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	SuperSaver3 Internet Cr	1	\$3.85 cr
07/02/14-08/01/14	MACH II - Standard	1	\$39.95
Totals			\$36.10

Total

\$36.10

Internet Usage (GB): 1

 If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

1ST ST
ROCKY MOUNT VA

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/07/14
Due Date: 07/27/14
Total Amount Due: \$41.95
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
DTTAF TDDAF AADTTF TFAFD TTFDTADAF TDAFAA TDF TFF TFF FFF AFDDDDDFDOT

9900002027280011140707000041950148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	[REDACTED]
Bill Date	07/07/14
Due Date	07/27/14

Previous Charges

Previous Bill Amount	\$40.85
Payments Received	\$40.85 cr
Balance Forward	\$0.00

Current Charges

Internet	\$41.95
Taxes & Surcharges	\$0.00
Total Current Charges	\$41.95

Total Amount Due **\$41.95**

Any unpaid balance is subjected to a \$5 late charge on 07/28/14

📢 IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

The Shentel Internet Acceptable Use Policy has changed. To view our AUP, please visit

<https://www.shentel.com/legal/acceptableusepolicy>

Shentel offers a variety of Internet service levels in your area. As a Shentel Internet customer, you must comply with the terms of the AUP regarding storage, data usage and other rules and regulations that correspond with your service level.

To track your data usage, please log into My Account on the Shentel website. From there you can click on the data tracker and determine how much data you have used in the current bill cycle. You also will be able to review your data use history for the past three months.

We appreciate your attention to this matter and we welcome any questions you may have.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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PHONE: 1-800-SHENTEL
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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
07/07/14-08/06/14	MACH II Internet	1	\$41.95
Totals			\$41.95

[REDACTED] Total \$41.95

Internet Usage (GB): 37

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

KENBRIDGE VA

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 08/02/14
Due Date: 08/21/14
Total Amount Due: \$77.03
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
FAAADTTFFFTAFFFDTAADDDAFDTDAADADTAFFDAFADFTATTADATFDFFAFAAAD

9900001942640011140802000077030149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 08/02/14
Due Date: 08/21/14

Previous Charges

Previous Bill Amount: \$77.03
Payments Received: \$77.03 cr
Balance Forward: \$0.00

Current Charges

Cable: \$72.59
Taxes & Surcharges: \$4.44
Total Current Charges: \$77.03

Total Amount Due: \$77.03

Any unpaid balance is subjected to a \$5 late charge on 08/22/14

IMPORTANT MESSAGES

MAKE IT EASY WITH THE AUTOMATIC PAYMENT PLAN



Shentel's Automatic Payment Plan utilizes a secure banking system which is designed to make bill payments and record-keeping **easier** and more efficient.

It is an optional and convenient way to pay your bill. It reduces paperwork, saves time and ends the need to pay by mail or in person.

The amount of your bill will automatically be deducted from your checking account on the due date. Never miss another payment!

Please visit our website at www.shentel.com or call 1-800-SHENTEL to sign up today!



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Disconnect Policy

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Information on Services

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Cable Television Service

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Personal Internet Access Service

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Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.
 Call  before you dig.**

CABLE
Service Charges for [REDACTED]

Date	Description	Qty	Amount
08/02/14-09/01/14	Copyright Fee	1	\$0.38
08/02/14-09/01/14	Broadcast TV Surcharge	1	\$4.29
08/02/14-09/01/14	DTA Converter	3	\$5.97
08/02/14-09/01/14	Essentials Cable	1	\$61.95
Totals			\$72.59

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.33
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$4.44

[REDACTED] **Total** **\$77.03**

LOCAL FRANCHISE AUTHORITIES

Town of Kenbridge
 P.O. Box 478
 Kenbridge, VA 23944
 (434) 676-2452
 VA0239

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

RINER VA

STATEMENT INFORMATION

Statement:	
Billing Date	07/16/14
Due Date:	07/28/14
Total Amount Due:	\$123.83
Amount To Be Drafted:	\$123.83

No payment required at this time. Your account will be drafted on 07/28/14 or the first business day that follows.

9900001950420011140716000123830147

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	07/16/14
Due Date	07/28/14

Previous Charges

Previous Bill Amount	\$123.78
Payments Received	\$123.78 cr
Balance Forward	\$0.00

Current Charges

Cable	\$71.73
Internet	\$47.70
Taxes & Surcharges	\$4.40
Total Current Charges	\$123.83

Total Amount Due	\$123.83
-------------------------	-----------------

IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAIL: PO Box 37014, Baltimore MD 21297
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 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Disconnect Policy

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Information on Services

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Cable Television Service

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Personal Internet Access Service

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Personal Telephone Service

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Know what's below.
Call 811 before you dig.

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	SuperSaver4 Cable Cr	1	\$8.00 cr
07/16/14-08/15/14	Copyright Fee	1	\$0.38
07/16/14-08/15/14	Broadcast TV Surcharge	1	\$3.45
07/16/14-08/15/14	Digital Converter	1	\$5.95
07/16/14-08/15/14	Digital Essentials Cable	1	\$69.95
Totals			\$71.73

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.29
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$4.40

[REDACTED] Total

\$76.13

LOCAL FRANCHISE AUTHORITIES

Montgomery County
 755 Roanoke St.
 Christiansburg, VA 24073

VA0436

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	SuperSaver4 Internet Cr	1	\$7.25 cr
07/16/14-08/15/14	Internet Discount	1	\$5.00 cr
07/16/14-08/15/14	MACH III	1	\$59.95
Totals			\$47.70

[REDACTED] Total

\$47.70

Internet Usage (GB): 17

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/16/14
Due Date: 08/06/14
Total Amount Due: \$435.29
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
DDFAATAFDADTAFTTDDAAFAFDATATDADFDFAFFTDDDFDDDTATDFATTTDADFDFDTDA

[REDACTED]
WYTHEVILLE VA [REDACTED]

9900003178930011140716000435290147

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/16/14
Due Date: 08/06/14

Previous Charges

Previous Bill Amount: \$440.20
Payments Received: \$440.20 cr
Balance Forward: \$0.00

Current Charges

Telephone: \$122.63
Internet: \$296.95
Taxes & Surcharges: \$15.71
Total Current Charges: \$435.29

Total Amount Due: \$435.29

Any unpaid balance is subjected to a \$5 late charge on 08/07/14

📢 IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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07/16/14

\$435.29



Know what's below.
Call 811 before you dig.

TELEPHONE

Telephone:

Date	Description	Qty	Amount
07/16/14-08/15/14	Business Voice Line	1	\$33.95
07/16/14-08/15/14	Centrex Features 1st Line	1	\$11.00
07/16/14-08/15/14	USF Surcharge	1	\$3.66
07/16/14-08/15/14	EMTA Commercial 4 Port	1	\$10.00
07/16/14-08/15/14	LNP Surcharge	1	\$0.17
07/16/14-08/15/14	INTERSTATE INTERLATA NON-CALL	1	\$0.40
07/16/14-08/15/14	INTRASTATE INTRALATA NON-CALL	1	\$1.20
07/16/14-08/15/14	INTRASTATE INTERLATA NON-CALL	1	\$1.00

Totals	\$61.38
---------------	----------------

Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$1.50
State Comm Tax	\$2.58
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Public Utility Comm Fee	\$0.10
State Sales Tax	\$0.43
Local Sales Tax	\$0.10
Universal Service Fee	\$0.09

Totals	\$6.57
---------------	---------------

Total \$67.95

Long Distance Detail

[illegible]**Telephone:**

Calling Plan	
Description	Amount
INTRASTATE INTRALATA NON-CALL PLAN TOLL AMOUNT	\$1.20
INTRASTATE INTERLATA NON-CALL PLAN TOLL AMOUNT	\$1.00
INTERSTATE INTERLATA NON-CALL PLAN TOLL AMOUNT	\$0.40

Telephone:

Date	Description	Qty	Amount
07/16/14-08/15/14	Business Voice Line	1	\$33.95
07/16/14-08/15/14	Centrex Features 2 & Up	1	\$6.00
07/16/14-08/15/14	USF Surcharge	1	\$3.66
07/16/14-08/15/14	LNP Surcharge	1	\$0.17
07/16/14-08/15/14	INTRASTATE INTRALATA NON-CALL	1	\$0.04
07/16/14-08/15/14	INTRASTATE INTERLATA NON-CALL	1	\$0.04

Totals	\$43.86
---------------	----------------

Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$1.35
State Comm Tax	\$2.20
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Public Utility Comm Fee	\$0.09
Universal Service Fee	\$0.03

Totals	\$5.44
---------------	---------------

Total \$49.30

Long Distance Detail

Date	Time	To Number	Location	Min	Amount

Calling Plan

Description	Amount
INTRASTATE INTRALATA NON-CALL PLAN TOLL AMOUNT	\$0.04
INTRASTATE INTERLATA NON-CALL PLAN TOLL AMOUNT	\$0.04

Telephone:

Date	Description	Qty	Amount
07/16/14-08/15/14	Business Fax Line	1	\$9.95
07/16/14-08/15/14	LNP Surcharge	1	\$0.17
07/16/14-08/15/14	USF Surcharge	1	\$1.07
07/16/14-08/15/14	INTERSTATE INTERLATA NON-CALL	1	\$3.88
07/16/14-08/15/14	INTRASTATE INTRALATA NON-CALL	1	\$2.32

Totals	<u>\$17.39</u>
--------	----------------

Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$0.37
State Comm Tax	\$0.90
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Public Utility Comm Fee	\$0.02
Universal Service Fee	\$0.64



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07/16/14

\$435.29

INTERNET

Taxes, Fees & Surcharges

Charges	Description

Tax Amount

Totals

\$3.70

Total

\$21.09

Long Distance Detail

[illegible]

Calling Plan

Description

Description		Amount
INTRASTATE INTRALATA NON-CALL PLAN TOLL AMOUNT		0.00
INTERSTATE INTERLATA NON-CALL PLAN TOLL AMOUNT		0.00

Amount

\$2.32
\$3.88

Date	Description
------	-------------

Qty	Amount
-----	--------

07/16/14-08/15/14 25M Business Internet

1	\$349.95
---	----------

07/16/14-08/15/14 3 Yr Contract Discount

1 \$53.00 cr

Totals

\$296.95

Total

\$296.95

Internet Usage (GB): 1

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

→ STATEMENT INFORMATION

Statement:	
Billing Date	08/02/14
Due Date:	08/11/14
Total Amount Due:	\$47.95
Amount To Be Drafted:	\$47.95

☐ Check here if providing any customer information on reverse side.

RADIO DR
RURAL RETREAT VA

No payment required at this time. Your account will be drafted on 08/11/14 or the first business day that follows.

9900003301380011140802000047950149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	08/02/14
Due Date	08/11/14

Previous Charges

Previous Bill Amount	\$70.81
Payments Received	\$70.81 cr
Balance Forward	\$0.00

Current Charges

Internet	\$47.95
Taxes & Surcharges	\$0.00
Total Current Charges	\$47.95

Total Amount Due	\$47.95
-------------------------	----------------

📢 IMPORTANT MESSAGES

MAKE IT EASY WITH THE AUTOMATIC PAYMENT PLAN



Shentel's Automatic Payment Plan utilizes a secure banking system which is designed to make bill payments and record-keeping **easier** and more efficient.

It is an optional and convenient way to pay your bill. It reduces paperwork, saves time and ends the need to pay by mail or in person.

The amount of your bill will automatically be deducted from your checking account on the due date. Never miss another payment!

Please visit our website at www.shentel.com or call 1-800-SHENTEL to sign up today!



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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Payment Policy

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.
Call 811 before you dig.**

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
08/02/14-09/01/14	Automatic Bill Pay Credit	1	\$1.50 cr
08/02/14-09/01/14	Paperless Bill Credit	1	\$0.50 cr
08/02/14-09/01/14	10M Internet	1	\$49.95
Totals			\$47.95

Total

\$47.95

Internet Usage (GB): 17

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

PUMP HOLLOW RD
WYTHEVILLE VA

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/07/14
Due Date: 07/27/14
Total Amount Due: \$131.42
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
TAAATDDDDFTTDFDTATDDTFTTATAAATDDTDFDTTFTDTFADDAFTFTFFDFAFATDD

9900003331620011140707000131420149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	[REDACTED]
Bill Date	07/07/14
Due Date	07/27/14

Previous Charges

Previous Bill Amount	\$0.00
Payments Received	\$0.00
Balance Forward	\$0.00

Current Charges

Internet	\$130.76
Taxes & Surcharges	\$0.66
Total Current Charges	\$131.42

Total Amount Due **\$131.42**

Any unpaid balance is subjected to a \$5 late charge on 07/28/14

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

The Shentel Internet Acceptable Use Policy has changed. To view our AUP, please visit

<https://www.shentel.com/legal/acceptableusepolicy>

Shentel offers a variety of Internet service levels in your area. As a Shentel Internet customer, you must comply with the terms of the AUP regarding storage, data usage and other rules and regulations that correspond with your service level.

To track your data usage, please log into My Account on the Shentel website. From there you can click on the data tracker and determine how much data you have used in the current bill cycle. You also will be able to review your data use history for the past three months.

We appreciate your attention to this matter and we welcome any questions you may have.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



MAKE IT EASY

 never miss a payment with **Automatic Payment Plan**

 Call **1-800-SHENTEL**
 or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/07/14-08/06/14	Wireless Cable Modem Rent	1	\$8.00
07/07/14-08/06/14	5M Internet	1	\$49.95
06/19/14-07/06/14	Prorate Add Wireless Cable Mod	1	\$4.53
06/19/14-07/06/14	Prorate Add 5M Internet	1	\$28.30
07/07/14-08/06/14	PROMO-New Install Net	1	\$39.98
Totals			\$130.76

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.53
Local Sales Tax	\$0.13
Totals	\$0.66

[REDACTED] **Total** **\$131.42**

Internet Usage (GB): 2

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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540139627001021

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

7619 S CALHOUN HWY
MILLSTONE WV 25261-8509

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$41.88
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
FATFTFDADDAADAFDFATDDDTFFDFADADATFAFFAAFFATAFTAAATDAFTADFAFAADF

9900001216390021140725000041880143

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY**Statement Information**

Statement: [REDACTED]
Bill Date: 07/25/14
Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$81.76
Payments Received: \$0.00
Balance Forward: \$81.76

Current Charges

Cable: \$40.33 cr
Taxes & Surcharges: \$0.45
Total Current Charges: \$39.88 cr

Total Amount Due: \$41.88

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-8 p.m. and Saturday 9 a.m.-5p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.
 Call **811** before you dig.**

CABLE
Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Business Economy	1	\$34.95
07/25/14-08/24/14	Copyright Fee	1	\$0.38
07/25/14-08/24/14	Broadcast TV Surcharge	1	\$4.10
07/25/14-08/24/14	Trans Payment From SA 142484	1	\$81.76 cr
	Late Charge	1	\$2.00
Totals			\$40.33 cr

Taxes, Fees & Surcharges

Description	Tax Amount
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Franchise Fee	\$0.35
Totals	\$0.45

Total
\$39.88 cr
LOCAL FRANCHISE AUTHORITIES

 Calhoun County
 P.O. Box 230
 Grantsville, WV 26147

WV0959

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SHENTEL®

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

GLEN JEAN WV

STATEMENT INFORMATION

Statement: 07/25/14
 Billing Date: 08/15/14
 Due Date: **\$237.10**
 Total Amount Due:
 Amount Enclosed: \$

 Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014
 DAAATDTDFDTFADDDTATDDTDTFDATAFADTDTFFDTFFDDFATTAFATFTDTFAFFAADD

9900001551050011140725000237100145

Please detach and return above portion with your payment


SHENTEL®

Always connected to you

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 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY
Statement Information

Statement: 07/25/14
 Bill Date: 08/15/14
 Due Date:

Previous Charges

Previous Bill Amount: \$237.10
 Payments Received: \$237.10 cr
 Balance Forward: \$0.00

Current Charges

Internet: \$39.08
 Telephone: \$35.76
 Cable: \$141.70
 Taxes & Surcharges: \$20.56
 Total Current Charges: \$237.10

Total Amount Due **\$237.10**

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

IMPORTANT MESSAGES


**The fastest Internet
 is getting even faster!**

101Mbps High-Speed Internet
 NOW AVAILABLE

For more info or to upgrade call **1-800-SHENTEL**
 or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
 vary and are not guaranteed.



SHENTEL®
 Always connected to you

*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Know what's below.

Call **811** before you dig.

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	10M Internet	1	\$49.95
07/25/14-08/24/14	Net Bundle Discount	1	\$3.97 cr
07/25/14-08/24/14	Net Contract Discount	1	\$6.90 cr
Totals			\$39.08

196985 Total
\$39.08

Internet Usage (GB): 123

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

TELEPHONE

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	EMTA Wired-Rent	1	\$5.00
07/25/14-08/24/14	LNP Surcharge	1	\$0.17
07/25/14-08/24/14	Unlimited Phone	1	\$39.95
07/25/14-08/24/14	Phone Bundle Discount	1	\$3.96 cr
07/25/14-08/24/14	Phone Contract Discount	1	\$5.40 cr
Totals			\$35.76

Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$0.14 cr
Universal Service Fee	\$0.03
E-911 Fee	\$3.50
USF Surcharge	\$4.30
Totals	\$7.69

[REDACTED] Total
\$43.45

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Copyright Fee	1	\$0.38
07/25/14-08/24/14	Broadcast TV Surcharge	1	\$2.30
07/25/14-08/24/14	Cable Bundle Discount	1	\$5.97 cr
07/25/14-08/24/14	Add'l SD/HD Converter	4	\$23.80
07/25/14-08/24/14	1st HD/DVR Converter	1	\$16.95
07/25/14-08/24/14	Digital Converter	1	\$5.95
07/25/14-08/24/14	Digital Cinemax	1	\$14.95
07/25/14-08/24/14	Digital HBO	1	\$17.95
07/25/14-08/24/14	Digital Starz/Encore	1	\$13.95
07/25/14-08/24/14	Digital Showtime/TMC	1	\$15.95
07/25/14-08/24/14	Digital Essentials Cable	1	\$69.95
07/25/14-08/24/14	Cable Contract Discount	1	\$17.51 cr
07/25/14-08/24/14	HD/DVR 24 Month Promotion	1	\$16.95 cr
Totals			\$141.70

CABLE

Service Charges for [REDACTED]

Taxes, Fees & Surcharges	Tax Amount
Description	
State Sales Tax	\$8.52
Franchise Fee	\$4.25
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$12.87

[REDACTED] Total
\$154.57

LOCAL FRANCHISE AUTHORITIES

Fayette County
 100 Court Street
 Fayetteville, WV 25840

WV1055

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540259507001057

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

HILLCREST DR
RONCEVERTE WV

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/16/14
Due Date: 08/06/14
Total Amount Due: \$53.39
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
TDA0FAADATTDTTTTDDAAAFDDTADTDTDTDFDDTDTDTTFA00FDATFATAATTDDAAT

9900003185330011140716000053390140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY**Statement Information**

Statement: [REDACTED]
Bill Date: 07/16/14
Due Date: 08/06/14

Previous Charges

Previous Bill Amount: \$108.78
Payments Received: \$108.78 cr
Balance Forward: \$0.00

Current Charges

Cable: \$48.00
Taxes & Surcharges: \$5.39
Total Current Charges: \$53.39

Total Amount Due \$53.39

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-8 p.m. and Saturday 9 a.m.-5p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

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Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.
Call 811 before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	Copyright Fee	1	\$0.31
07/16/14-08/15/14	Broadcast TV Surcharge	1	\$2.55
07/16/14-08/15/14	Basic Cable	1	\$45.14
Totals			\$48.00

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$2.88
Franchise Fee	\$2.41
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$5.39

[REDACTED] Total \$53.39

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

MATTHEWS RD
RONCEVERTE WV

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/16/14
Due Date: 08/06/14
Total Amount Due: \$53.39
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
AF AAF DAA FTDDA AFDD FDF FFAATTFDF AFATDTTFDADAATDTDTDTTFFAFATTTDT

9900003184160011140716000053390142

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/16/14
Due Date: 08/06/14

Previous Charges

Previous Bill Amount: \$53.39
Payments Received: \$53.39 cr
Balance Forward: \$0.00

Current Charges

Cable: \$48.00
Taxes & Surcharges: \$5.39
Total Current Charges: \$53.39

Total Amount Due: \$53.39

IMPORTANT MESSAGES

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Customers may visit www.shentel.com

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*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

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Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

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**Know what's below.
Call  before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	Copyright Fee	1	\$0.31
07/16/14-08/15/14	Broadcast TV Surcharge	1	\$2.55
07/16/14-08/15/14	Basic Cable	1	\$45.14
Totals			\$48.00

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$2.88
Franchise Fee	\$2.41
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$5.39

[REDACTED] Total \$53.39

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement: [REDACTED]
 Billing Date 07/16/14
Due Date: 08/06/14
Total Amount Due: \$53.39
 Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

NORTH AVE
RONCEVERTE WV

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
AAFFFFDAFTAFDAADFADFDAFFAFFFTTDAFADAAADTAATDDAATDTAAADAATTAFFT

9900003185500011140716000053390148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	07/16/14
Due Date	08/06/14

Previous Charges

Previous Bill Amount	\$53.39
Payments Received	\$53.39 cr
Balance Forward	\$0.00

Current Charges

Cable	\$48.00
Taxes & Surcharges	\$5.39
Total Current Charges	\$53.39

Total Amount Due	\$53.39
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IMPORTANT MESSAGES

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Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Personal Telephone Service

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**Know what's below.
Call 811 before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	Copyright Fee	1	\$0.31
07/16/14-08/15/14	Broadcast TV Surcharge	1	\$2.55
07/16/14-08/15/14	Basic Cable	1	\$45.14
Totals			\$48.00

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$2.88
Franchise Fee	\$2.41
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$5.39

[REDACTED] Total \$53.39

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

RONCEVERTE WV 24970-0304

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 12/16/13
Due Date: 01/06/14
Total Amount Due: \$0.00
Amount Enclosed: \$ _____

No payment required at this time.

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	[REDACTED]
Bill Date	12/16/13
Due Date	01/06/14

Previous Charges

Previous Bill Amount	\$24.84 cr
Payments Received	\$0.00
Balance Forward	\$24.84 cr

Current Charges

Cable	\$22.38
Taxes & Surcharges	\$2.46
Total Current Charges	\$24.84

Total Amount Due	\$0.00
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📌 IMPORTANT MESSAGES

How to Contact Shentel

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Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Personal Telephone Service

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**Know what's below.
Call 811 before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
12/16/13-01/15/14	Copyright Fee Adj	1	\$0.14
12/16/13-01/15/14	Basic Cable Adj	1	\$21.06
12/16/13-01/15/14	Broadcast TV Srchg Adj	1	\$1.18
Totals			\$22.38

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$1.34
Franchise Fee	\$1.12
Totals	\$2.46

[REDACTED] Total \$24.84

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540259507006033


SHENTEL®

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement:

Billing Date

07/16/14

Due Date:**08/06/14****Total Amount Due:****\$53.39**

Amount Enclosed:

\$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel

P.O. Box 37014

Baltimore, MD 21297-3014

DTAFDATDFFADTFDTDTTFTTDDFFDTTAFDFFAFDTTFAFTDFFTFATTFATDFAFFAFD

LEWISBURG WV

9900003184510011140716000053390148

Please detach and return above portion with your payment


SHENTEL®

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY
Statement Information

Statement

Bill Date

07/16/14

Due Date

08/06/14

Previous Charges

Previous Bill Amount

\$53.39

Payments Received

\$53.39 cr

Balance Forward

\$0.00

Current Charges

Cable

\$48.00

Taxes & Surcharges

\$5.39

Total Current Charges

\$53.39

Total Amount Due**\$53.39**
IMPORTANT MESSAGES

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SHENTEL®
Always connected to you

*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Information on Services

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Cable Television Service

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Personal Internet Access Service

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Personal Telephone Service

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**Know what's below.
Call 811 before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/16/14-08/15/14	Copyright Fee	1	\$0.31
07/16/14-08/15/14	Broadcast TV Surcharge	1	\$2.55
07/16/14-08/15/14	Basic Cable	1	\$45.14
Totals			\$48.00

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$2.88
Franchise Fee	\$2.41
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$5.39

[REDACTED] Total \$53.39

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Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement: [REDACTED]
 Billing Date: 07/16/14
Due Date: 08/06/14
Total Amount Due: \$53.39
 Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

 [REDACTED]
 RONCEVERTE WV [REDACTED]

Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014
 TFFFDFAFFDTDFADDDFDTDADFDAADTATDDTDFDTDDFTFFDFDTTAAATDATAADAATAFD

9900003185180011140716000053390149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
 Write: P.O. Box 459, Edinburg, VA 22824
 Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
 Bill Date: 07/16/14
 Due Date: 08/06/14

Previous Charges

Previous Bill Amount: \$53.39
 Payments Received: \$53.39 cr
 Balance Forward: \$0.00

Current Charges

Cable: \$48.00
 Taxes & Surcharges: \$5.39
 Total Current Charges: \$53.39

Total Amount Due: \$53.39

📌 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-8 p.m. and Saturday 9 a.m.-5p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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07/16/14-08/15/14	Broadcast TV Surcharge	1	\$2.55
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Description	Tax Amount
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Franchise Fee	\$2.41
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$5.39

[REDACTED] Total \$53.39

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

██████████
██████████ W PIKE ST
CLARKSBURG WV ██████████

→ STATEMENT INFORMATION

Statement:	██████████
Billing Date	10/25/13
Due Date:	11/15/13
Total Amount Due:	\$0.00
Amount Enclosed:	\$ _____

No payment required at this time.

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	██████████
Bill Date	10/25/13
Due Date	11/15/13

Previous Charges

Previous Bill Amount	\$11.22 cr
Payments Received	\$0.00
Balance Forward	\$11.22 cr

Current Charges

Cable	\$11.22
Taxes & Surcharges	\$0.00
Total Current Charges	\$11.22

Total Amount Due	\$0.00
-------------------------	---------------

Any unpaid balance is subjected to a \$2 late charge on 11/16/13

📌 IMPORTANT MESSAGES

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Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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BANK DRAFT: See above
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**Know what's below.
Call  before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/25/13-11/24/13	Disconnected Cred Balance	1	\$11.22
Totals			\$11.22

Total

\$11.22

LOCAL FRANCHISE AUTHORITIES

City of Weston
102 West Second Street
Weston, WV 26452
(304) 269-6141
WV0208

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

WEBSTER RD
SUMMERSVILLE WV

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$39.95
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
DAFTFDITFTTDDITFTTAATTADTDFATTAAATFADAATTADTDTDDAFTDADFDTDDFAATA

9900001544810011140725000039950140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/25/14
Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$39.95
Payments Received: \$39.95 cr
Balance Forward: \$0.00

Current Charges

Internet: \$39.95
Taxes & Surcharges: \$0.00
Total Current Charges: \$39.95

Total Amount Due: \$39.95

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

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Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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**Know what's below.
Call  before you dig.**

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Basic 3 Mbps.	1	\$49.95
07/25/14-08/24/14	Preferred Customer Credit	1	\$10.00 cr
Totals			\$39.95

[REDACTED] Total \$39.95

Internet Usage (GB): 84

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$536.93
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
AADD000TAAFFFDFFATFDITDADATFAAFATATDFFAADTFTADFFDFFADDDATADTD

9900001101210011140725000536930148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/25/14
Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$536.93
Payments Received: \$536.93 cr
Balance Forward: \$0.00

Current Charges

Cable: \$361.70
Internet: \$152.95
Taxes & Surcharges: \$22.28
Total Current Charges: \$536.93

Total Amount Due: \$536.93

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

📢 IMPORTANT MESSAGES



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is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

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101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

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Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Bulk Copyright Fee	5	\$1.90
07/25/14-08/24/14	Bulk Broadcast Surcharge	5	\$20.50
07/25/14-08/24/14	Bulk Essentials	30	\$339.30
Totals			\$361.70

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$21.70
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$21.80

Total **\$383.50**

LOCAL FRANCHISE AUTHORITIES

West Virginia Public Service Commission
 PO Box 812
 Charleston, WV 25323

WV1141

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	10M Business Internet	1	\$169.95
07/25/14-08/24/14	Wireless Cable Modem Rent	1	\$8.00
07/25/14-08/24/14	3 Yr Contract Discount	1	\$25.00 cr
Totals			\$152.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.48
Totals	\$0.48

Total **\$153.43**

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540679503001009



Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 LINE CREEK RD
 SUMMERSVILLE WV

→ STATEMENT INFORMATION

Statement: [REDACTED]
 Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$104.40
 Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014
 A0TAAATFADADFAFATFDFFFFAAATFDADFFATATTFDFTTFTTAADDFTTFDFTTDFDT

9900001743840011140725000104400142

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
 Write: P.O. Box 459, Edinburg, VA 22824
 Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
 Bill Date: 07/25/14
 Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$210.80
 Payments Received: \$210.80 cr
 Balance Forward: \$0.00

Current Charges

Cable: \$64.43
 Internet: \$36.00
 Taxes & Surcharges: \$3.97
 Total Current Charges: \$104.40

Total Amount Due **\$104.40**

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

📢 IMPORTANT MESSAGES



**The fastest Internet
 is getting even faster!**

**101Mbps High-Speed Internet
 NOW AVAILABLE**

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101Mbps is maximum download speed. Actual speeds vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

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Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



Know what's below.
Call 811 before you dig.

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Works Bundle Credit	1	\$15.95 cr
07/25/14-08/24/14	Digital Essentials Cable	1	\$8.00
07/25/14-08/24/14	Copyright Fee	1	\$0.38
07/25/14-08/24/14	Broadcast TV Surcharge	1	\$4.10
07/25/14-08/24/14	Digital Converter	1	\$5.95
07/25/14-08/24/14	Essentials Cable	1	\$61.95
Totals			\$64.43

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$3.87
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$3.97

Total

\$68.40

LOCAL FRANCHISE AUTHORITIES

West Virginia Public Service Commission
 PO Box 812
 Charleston, WV 25323

 WV0676

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Works Bundle Credit	1	\$8.95 cr
07/25/14-08/24/14	Advanced 6 Mbps	1	\$54.95
07/25/14-08/24/14	Preferred Customer Credit	1	\$10.00 cr
Totals			\$36.00

Total

\$36.00

Internet Usage (GB): 101

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement: [REDACTED]
 Billing Date 07/25/14
Due Date: 08/15/14
Total Amount Due: \$53.43
 Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

FALCON RD
RICHWOOD WV

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
FFTFDFATDFTTADAFATATATDTDFFFATAAAATATAFTDTTTTTFDDDTFTTFDDATFTA

9900002807760011140725000053430141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	07/25/14
Due Date	08/15/14

Previous Charges

Previous Bill Amount	\$53.43
Payments Received	\$53.43 cr
Balance Forward	\$0.00

Current Charges

Internet	\$52.95
Taxes & Surcharges	\$0.48
Total Current Charges	\$53.43

Total Amount Due	\$53.43
------------------	---------

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

IMPORTANT MESSAGES



The fastest Internet is getting even faster!

101Mbps High-Speed Internet NOW AVAILABLE

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds vary and are not guaranteed.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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**Know what's below.
 Call  before you dig.**

INTERNET
Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Advanced 6 Mbps.	1	\$54.95
07/25/14-08/24/14	Wireless Cable Modem Rent	1	\$8.00
07/25/14-08/24/14	Preferred Customer Credit	1	\$10.00 cr
Totals			\$52.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.48
Totals	\$0.48

[REDACTED] Total \$53.43

Internet Usage (GB): 74

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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541019702002089

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

LANDAU LN
ANDERSON SC

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$171.35
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
TTATTTTDAFFTFDDTTTFTATTTFTDTTTTFFADDADDFDTAFDFFAADFFAFFADFTTADFTTD

9900001265150021140725000171350147

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY**Statement Information**

Statement: [REDACTED]
Bill Date: 07/25/14
Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$0.00
Payments Received: \$0.00
Balance Forward: \$0.00

Current Charges

Cable: \$161.44
Taxes & Surcharges: \$9.91
Total Current Charges: \$171.35

Total Amount Due **\$171.35**

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

IMPORTANT MESSAGES

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is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

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or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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IN PERSON: Refer to www.shentel.com for locations

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Know what's below.
Call 811 before you dig.

CABLE
Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	Broadcast TV Surcharge	1	\$2.15
07/25/14-08/24/14	Copyright Fee	1	\$0.38
07/25/14-08/24/14	Advanced Cable	1	\$64.95
06/30/14-07/24/14	Prorate Add Broadcast TV Surch	1	\$1.72
06/30/14-07/24/14	Prorate Add Copyright Fee	1	\$0.30
06/30/14-07/24/14	Prorate Add Advanced Cable	1	\$51.96
07/25/14-08/24/14	PROMO-New Install Cable	1	\$39.98
Totals			\$161.44

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$9.69
FCC Regulatory Fee	\$0.18
Public Utility Comm Fee	\$0.02
Franchise Fee	\$0.02
Totals	\$9.91

Total
\$171.35
LOCAL FRANCHISE AUTHORITIES

Webster County
 2 Court Square
 Webster Springs, WV 26288

WV1189

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541090029012102



Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 CEDAR CREEK RD
 CLEAR FORK WV

→ STATEMENT INFORMATION

Statement: [REDACTED]
 Billing Date: 07/25/14
Due Date: 08/15/14
Total Amount Due: \$194.62
 Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014
 TFDTDFFTFDADDDAFTTFATTTTAAFDATTTDDDAFTAFATFDFDDAFDTADTFD

9900002100780011140725000194620149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
 Write: P.O. Box 459, Edinburg, VA 22824
 Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
 Bill Date: 07/25/14
 Due Date: 08/15/14

Previous Charges

Previous Bill Amount: \$97.31
 Payments Received: \$0.00
 Balance Forward: \$97.31

Current Charges

Cable: \$61.63
 Internet: \$31.70
 Taxes & Surcharges: \$3.98
 Total Current Charges: \$97.31

Total Amount Due **\$194.62**

Any unpaid balance is subjected to a \$2 late charge on 08/16/14

📢 IMPORTANT MESSAGES



**The fastest Internet
 is getting even faster!**

**101Mbps High-Speed Internet
 NOW AVAILABLE**

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 or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
 vary and are not guaranteed.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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Know what's below.
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CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	SuperSaver1 Cable Cr	1	\$5.00 cr
07/25/14-08/24/14	Copyright Fee	1	\$0.38
07/25/14-08/24/14	Broadcast TV Surcharge	1	\$2.30
07/25/14-08/24/14	Essentials Cable	1	\$61.95
	Late Charge	1	\$2.00
Totals			\$61.63

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$3.58
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$3.68

Total

\$65.31

LOCAL FRANCHISE AUTHORITIES

Wyoming County
 PO Drawer 309
 Pineville, WV 24874
 (304) 732-8000
 WV0409, WV0757

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/25/14-08/24/14	SuperSaver1 Internet Cr	1	\$3.25 cr
07/25/14-08/24/14	Mach I	1	\$29.95
07/25/14-08/24/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$31.70

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.30
Totals	\$0.30

Total

\$32.00

Internet Usage (GB): 18

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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541090032003001

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

PARSONS DR
MULLENS WV

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/02/14
Due Date: 07/21/14
Total Amount Due: \$149.68
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014
ADA0TAATADTDAFFATDTDAADDTAFDTDDDFDDTDDFADEFAFFTTTAADTTAATDAF

9900001866560011140702000149680148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY**Statement Information**

Statement: [REDACTED]
Bill Date: 07/02/14
Due Date: 07/21/14

Previous Charges

Previous Bill Amount: \$149.85
Payments Received: \$149.85 cr
Balance Forward: \$0.00

Current Charges

Cable: \$79.94
Telephone: \$21.49
Internet: \$36.31
Taxes & Surcharges: \$11.94
Total Current Charges: \$149.68

Total Amount Due **\$149.68**

Any unpaid balance is subjected to a \$2 late charge on 07/22/14

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

The Shentel Internet Acceptable Use Policy has changed. To view our AUP, please visit

<https://www.shentel.com/legal/acceptableusepolicy>

Shentel offers a variety of Internet service levels in your area. As a Shentel Internet customer, you must comply with the terms of the AUP regarding storage, data usage and other rules and regulations that correspond with your service level.

To track your data usage, please log into My Account on the Shentel website. From there you can click on the data tracker and determine how much data you have used in the current bill cycle. You also will be able to review your data use history for the past three months.

We appreciate your attention to this matter and we welcome any questions you may have.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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MAKE IT EASY

 never miss a payment with **Automatic Payment Plan**

 Call **1-800-SHENTEL**
 or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	Copyright Fee	1	\$0.38
07/02/14-08/01/14	Broadcast TV Surcharge	1	\$2.30
07/02/14-08/01/14	Cable Bundle Discount	1	\$5.63 cr
07/02/14-08/01/14	Cable Card	1	\$1.99
07/02/14-08/01/14	1st HD Converter	1	\$10.95
07/02/14-08/01/14	Digital Essentials Cable	1	\$69.95
Totals			\$79.94

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$4.80
FCC Regulatory Fee	\$0.09
Public Utility Comm Fee	\$0.01
Totals	\$4.90

Total

\$84.84

LOCAL FRANCHISE AUTHORITIES

 Wyoming County
 PO Drawer 309
 Pineville, WV 24874
 (304) 732-8000
 WV0409, WV0757

TELEPHONE

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	LNP Surcharge	1	\$0.17
07/02/14-08/01/14	Local Only Phone	1	\$24.95
07/02/14-08/01/14	Phone Bundle Discount	1	\$3.63 cr
Totals			\$21.49

Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$0.73
Universal Service Fee	\$0.03
E-911 Fee	\$3.65
USF Surcharge	\$2.69
State Sales Tax	\$0.06 cr
Totals	\$7.04

Total

\$28.53

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
07/02/14-08/01/14	5M Internet	1	\$39.95
07/02/14-08/01/14	Net Bundle Discount	1	\$3.64 cr
Totals			\$36.31

Total

\$36.31

INTERNET

Service Charges for 520990

Date	Description	Qty	Amount
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Internet Usage (GB): 65

 If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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